

General Terms and Conditions

Warranty

LUX prepainted steel will perform as follows:

LUX	Inland (>1500m from coastline)	Coastal (500m to 1500m from coastline)
Warranty Period	18yrs	10yrs

KiwiColour LUX (LUX) products come with comprehensive written warranties provided by Kiwi Steel, which apply exclusively to paint coatings and steel substrate used in LUX products installed as roof and façade cladding. These warranties are tailored to the specific building and location. To activate the warranty, a request must be submitted within one year of the material's delivery, as warranties are not automatically granted and require formal submission upon project completion.

Product

The product consists of an AZ200 substrate with a PVDF coating.

Substrate Warranty

The Lux product is guaranteed not to experience mechanical failure due to breakage, corrosion, or frost, provided it is installed in accordance with the conditions outlined in the warranty documents.

Paint Surface Warranty

This warranty applies exclusively to the side of the product that is directly exposed to the weather. Under normal exposure conditions, the original painted surface will not peel, blister, chip, check, or crack—except for minor cracking that may occur along edges or bend lines during fabrication. When installed in areas free from standing water, the product will exhibit a consistent and controlled change in colour and gloss over time, without compromising the aesthetic appearance of the building.

Maintenance

All roofing and cladding products are subject to the cumulative effects of weather, dust, and other deposits. Normal rain-washing will remove accumulated atmospheric contaminants. Regular washing of Lux products increases the durability by reducing attack from airborne salts and pollutants. To ensure the Warranty remains valid, cladding and roofing must be inspected and properly maintained twice a year in accordance with the “Inspection, Maintenance and Repair Guidelines.” Complete and verifiable cleaning records must be maintained throughout the warranty period and provided to Kiwi Steel when making a warranty claim. Failure to adhere to these requirements may lead to the voiding of the warranty at our discretion.

Notification/Inspection

If LUX pre-painted steel products do not meet the warranted performance standards, a written claim detailing the specific performance issue accompanied by the original warranty document must be submitted to Kiwi Steel within the applicable warranty period. Additionally, Kiwi Steel must be notified within 30 days of the initial discovery of any defect that may suggest the product does not meet its stated performance criteria. Timely notification is critical, failure to submit a claim within this 30-day period will result in the forfeiture of any rights under the Warranty.

Kiwi Steel and/or the roofing manufacturer reserve the right to inspect a building before issuing the warranty and/or to conduct inspections and tests as necessary at any time following a claim under this warranty. Consequently, access to the property may be required.

Corrective Action

This Warranty does not grant the customer or any other party the right to carry out refinishing, repairs, replacements, or restoration without prior written consent from an authorized Kiwi Steel officer. Any such unauthorized work will void this warranty.

If, after inspecting the product, Kiwi Steel determines that the claim is valid, it may choose—at its sole discretion—to refinish, repair, replace the product with the same or an equivalent coating (please note that labour is not covered), or refund a portion of the original invoice value up to the full purchase price. All corrective work will be carried out either by Kiwi Steel or a Kiwi Steel authorized contractor. Please be aware that any color variation between the replaced or repainted product and the original, caused by natural weathering, will not be regarded as a defect. Additionally, removal and installation fees for the solar panel are not covered.

The warranty period for any refinished or repaired items will only cover the remaining term of the original warranty. If Kiwi Steel replaces any products or parts to fulfill its warranty obligations, ownership of the replaced items will be transferred to Kiwi Steel.

Finally, if the customer does not meet any obligations under the agreement with Kiwi Steel or any related agreements, Kiwi Steel is not obligated to honor the warranty or provide any form of compensation. Under no circumstances will Kiwi Steel be liable for any consequential loss or damage.

Limited Refund for within 500m and 1,500m from the coast

The Warranty for the paint type is valid for a period of 10 years from the date of delivery. Within this 10-year period, the maximum warranty coverage will be up to 100% of the original purchase price of the Kiwi Steel coated product.

Limited Refund for greater than 1,500m from the coast

The Warranty for Lux is valid for 18 years, with a limited refund structure beginning after the first 10 years. During the initial 10-year period following installation, the warranty covers up to 100% of the purchase price of the Lux coated product. From year 11 through year 18, the warranty value will be calculated as a percentage of the original purchase price, as outlined below:

Year 11/12 80%

Year 13/14 60%

Year 15/16 40%

Year 17/18 20%

Notwithstanding the refund schedule outlined above, Kiwi Steel retains sole discretion in determining the appropriate corrective action or remedy under this Warranty. Kiwi Steel also reserves the right to discontinue or alter its product lines and coating colors. If the original product is no longer available, Kiwi Steel may choose to either provide a substitute product or coating of comparable value and quality or issue a refund for the purchase price of the defective item. Additionally, the customer is required to keep confidential any commitments made by Kiwi Steel or corrective actions taken in connection with this Warranty.

Exclusions

All LUX warranties are issued by Kiwi Steel and are subject to the following terms and conditions:

- The warranty will not apply to weathering, dirt collection, chalking or fading over time as a result of normal wear and tear.
- If the LUX prepainted steel products have not been selected, processed, and maintained in accordance with the published recommendations of Kiwi Steel, and the accepted correct trade practices, the warranty will not apply.
- This warranty will be void if LUX prepainted steel is installed alongside another prepainted system.
- This warranty covers LUX prepainted steel material only and no accessories supplied which include, without limitation, fasteners, soft edge and building wrap.
- Defects caused by faulty design, or methods of manufacture of residential and commercial buildings are not covered by the warranty.
- Accessories are not covered by the warranty.
- The product must be manufactured from prime LUX prepainted steel products.
- Wearing clean and dry gloves that are appropriate for handling, installing and maintaining LUX products.
- The warranty periods commence from the date of material delivery to the designated site or upon collection from the rollformer.
- Minor white corrosion, which may occur at unwashed tension bends or cut edges, is a natural weathering effect of LUX and does not indicate a failure of the coating system.
- Solar panels must have sufficient clearance to facilitate washing of the roof underneath.
- All holes must be properly sealed or flashed.
- The installed pitch of the roof must be equal to or greater than 5°, or the minimum recommended for the profile, whichever is greater.

Unless Kiwi Steel has agreed in writing to extend the warranty for a particular installation, the warranty does not cover failure of the material or the coating caused by any of these events:

- The use of LUX under any circumstances in the very severe environmental zones.
- Chemical pollutants in atmosphere or rainwater.
- Underside corrosion as a result of high humidity, condensation, or pollution generated within a building.
- The products have been stored improperly prior to installation, and for more than 12 months after the date of manufacture.
- Installation which does not comply with current agreed trade practices.
- Physical damage during or after installation, including scratching, contact with other metal items, incorrect installation of external loads such as PV/Solar energy systems, air-conditioning units and failure to remove swarf.

- Contact with or run-off from incompatible catchment material, including copper, lead, and masonry or chemical agents, green or wet timber or treated timber or butyl rubber, stainless steel or concrete in wet conditions.
- Water entrapment or ponding for any reason
- Causes beyond the control of Kiwi Steel, including natural disasters such as hurricanes, tornadoes, cyclones, storms, volcanic activity, earthquakes, hail, fires, lightning etc and other similar extreme Acts of God.
- Any mechanical, chemical, corrosion, or other damage caused after the product has left the control of Kiwi Steel.
- Please note that any damage to LUX prepainted steel caused by sunscreen voids your LUX warranty.
- Damage or corrosion resulting from the following are not covered by this warranty:
 1. Damage sustained during transportation, handling, storage, processing, roll forming or installation.
 2. Damage sustained after installation.
 3. Causes after the product has left our control.
 4. Failure to remove debris leading to the accumulation of moisture retaining matter in gutters and downpipes.
- Failure to replace corroded fasteners or use of incorrect fasteners.
- Corrosion occurring at lapped areas of end-lapped sheets.
- Any collapse, movement, or loss of support of the structure where the product is mounted.
- Application of post-paint treatments or systems.
- Actions by other persons.
- Any acts or omissions on your part, or on the part of architects, designers, fabricators, rollformers, builders, subcontractors, or any party other than Kiwi Steel, are not covered.
- Any damage to LUX prepainted steel caused by saltwater, fertilizer, immersion in soil, ash and retaining substances.

Kiwi Steel explicitly disclaims and shall not be held responsible for any warranty issued by any other party regarding any component of your Kiwi Steel pre-painted metal roof or its specification, design, manufacture, or installation. Any claims under warranties issued by third parties must be addressed directly to those third parties.

Inspection, Maintenance and Repair Guidelines

It is advised that a qualified inspector be designated by the building owner to ensure cleaning and maintenance procedures are properly followed and effective. To maintain eligibility for the Warranty, biannual inspections and cleaning of all coated surfaces are required. Cleaning is particularly important in areas affected by industrial fallout, construction residue, or runoff from adjacent surfaces. Regular washing of KiwiColour® products increases durability by reducing attack from airborne salts and pollutants. Environmental conditions and geographic location naturally impact how quickly surfaces become soiled.

Regular inspection and maintenance should include:

- Checking sealants, fasteners, and flashings for water-tight integrity
- Inspecting for local damage (e.g., scratches) that could lead to coating deterioration or substrate corrosion
- Clearing blocked gutters to prevent overflow and buildup
- Removing debris such as leaves, mold, or plant matter
- Cleaning dirt from areas not naturally rinsed by rainwater
- Eliminating graffiti or other surface markings

Whenever possible, cleaning should be coordinated with other routine building maintenances such as cleaning windows and other painted surfaces.

Note: Regular cleaning is especially important in industrial zones or areas with low rainfall. In foggy coastal regions, where condensation and drying occur repeatedly, salt and dirt buildup can accelerate degradation. Sheltered areas such as overhangs may not benefit from natural rain rinsing and require special attention. Rinsing thoroughly after cleaning these areas is essential. If pressure washing or automated wall-cleaning equipment is used, preliminary testing should be conducted to ensure that cleaning agents, brushes, and cleaning frequency do not damage the coating.

Post-Installation Care and Cleaning Procedures

After construction is complete, inspect for damage to coatings, loose fixings, metal shavings, and general debris. Any construction residues, such as cement or mortar, should be removed promptly. Cleaning procedures will depend on the type and extent of soiling. Cleaning is best performed in mild weather—ideally on overcast days or on the shaded side of the building to avoid rapid drying. When cleaning one part of the building, take care to avoid damaging adjacent components like glass, sealants, or other painted surfaces. Ensure the chosen cleaning methods and materials are compatible with all elements being maintained. Dried concrete on coated surfaces can be very difficult to remove. Removal may require the use of specialized cleaning products and/or vigorous scrubbing with non-abrasive brushes or plastic scrapers. In some cases, a diluted solution of muriatic acid (less than 10%) may be effective, but a small test area should be cleaned first. Appropriate safety precautions must be followed when handling such chemicals.

Important Safety and Cleaning Guidelines**Do Not Mix Cleaners**

Never mix different cleaning agents. Not only can this reduce their effectiveness, but it may also be hazardous. For example, combining bleach (containing chlorine) with ammonia-based cleaners can produce toxic gases. Always rinse coated surfaces thoroughly after removing heavy dirt or buildup.

General Cleaning Guidelines

- Avoid excessive cleaning or scrubbing, as this may damage the surface.
- Strong solvents or highly concentrated cleaners can harm painted finishes.
- Do not use abrasive cleaners or household products that contain abrasives.
- Steer clear of abrasive tools such as steel wool or stiff brushes.
- Wipe away drips and spills promptly to prevent staining.
- Clean surfaces in the shade and under mild temperatures. Avoid cleaning during extreme heat or cold, as it can affect results.
- Don't use harsh cleaners when a mild one is more appropriate with regular use.
- Never scour coated surfaces.
- Avoid paint removers, aggressive acids, alkalis, phosphates, or harsh chemical cleaners.
- Always follow the cleaner manufacturer's instructions for mixing and dilution.
- Ensure all cloths, sponges, and tools are free of grit to prevent scratching.
- Test any cleaner on a small, inconspicuous area first.

Repair Guidelines

If damage is identified during cleaning or maintenance, only attempt paint repairs on small areas (up to 5.0 m²). For more extensive damage, consult your supplier to ensure the warranty remains valid.

If no corrosion is present:

- Clean and dry the affected area as described.
- Apply approved touch-up paint for both protection and appearance.

If minor corrosion is present:

- Remove corrosion through abrasion, scraping, or sandblasting down to bare material.
- Degrease the entire area.
- Clean and dry the surface thoroughly before applying a primer and topcoat recommended by the supplier.

Repainting or Recladding

If you plan to repaint or re-clad large areas, contact Kiwi Steel first to ensure your warranty remains valid. Evaluate the cost-effectiveness of repainting versus replacing panels. Always use compatible paint systems—non-matching materials may cause adverse effects. For guidance, please contact us directly at warranty@kiwisteel.co.nz.

Special Environments:

In certain parts of New Zealand, local environmental conditions can significantly increase the risk of corrosion. When building in these areas, it's important to carefully consider the choice of materials. If your project is likely to be exposed to any of these conditions, we recommend contacting Kiwi Steel or your supplier for guidance on selecting the most suitable KIWICOLOUR product.

GEOTHERMAL REGIONS: Environments affected by geothermal activity often contain sulphuric compounds that contribute to high levels of corrosion. The unpredictability of natural geothermal activity, fluctuations from steam extraction, and varying weather conditions make it challenging to clearly define the boundaries of high-risk zones.

HIGH HUMIDITY INTERNAL ENVIRONMENTS: Certain settings, such as processing facilities or enclosed swimming pools, often experience elevated humidity levels. These conditions necessitate careful selection of materials and appropriate maintenance strategies.

HARSH INTERNAL ENVIRONMENTS: Commercial or agricultural spaces may generate internal conditions where the accumulation of fumes or pollutants poses a risk of corrosion. For instance, sheds used for intensive animal farming can create particularly harsh and corrosive environments.

INDUSTRIAL ENVIRONMENTS: Areas located near industrial sites with corrosive emissions or significant fallout require heightened attention to material durability and environmental impact.